

Clarification regarding the Questions and Answers document

Answer #5A of the Questions and Answers document states that “[SLAs will not be part of the requirement at this time. As a result, all references to “SLA” documentation no longer apply.](#)” This statement applies to Task 002AA – Peoplesoft HRMS and Financials Support Services for the basic contract, and Tasks 003AA, 004AA, 005AA, and 006AA for all Option Year Items *only*. It is noted that SLAs do exist for all Hosting Services Items, specifically Task 002AB for the basic contract, and Tasks 003AB, 004AB, 005AB and 006AB for the Option Year Items. All SLAs for the Hosting Services can be found in the supporting documentation provided at www.ferc.gov. An example of a required SLA can be found under Answer #11A of the Questions and Answers document. To further clarify, Answer #11A refers to the Hosting Services requirement *only*.